

**AMENDMENT TO THE CLAIMS:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**LISTING OF CLAIMS:**

1.(Currently amended) A method for providing equipment service data, the method comprising:

creating a database containing a plurality of equipment service data elements;  
providing an access point for a user to access the database;  
verifying that the user is authorized to access the database; and  
providing the user with access to the database over a secure network if the user is authorized to access the database, whereby said access provides the user with a virtual office to enter a variety of transactions using data elements in the database.

2.(Currently amended) The method of Claim 1, wherein the plurality of equipment service data elements comprise date elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable.

3.(Original) The method of Claim 1, wherein the user comprises at least one of: a customer, a potential customer, and a franchisee.

4.(Original) The method of Claim 1, wherein the access point is an Internet web site.

5.(Original) The method of Claim 1, wherein the database is created by a manufacturer of a product, and wherein the user is a service provider authorized by the manufacturer to service the product.

6.(Currently amended) A method according to Claim 5, wherein the service data elements relate to at least one of: selling maintenance contracts, call management, franchisee management, spares spare parts sales, warranty management, and knowledge management.

7.(Currently amended) A system for providing equipment service data, the system comprising:

    a database containing a plurality of equipment service data elements;  
    an access point for a user to access the database;  
    means for verifying that the user is authorized to access the database; and  
    means for providing the user with access to the database over a secure network if the user is authorized to access the database, whereby said access provides the user with a virtual office to enter a variety of transactions using data elements in the database .

8.(Currently amended) The system of Claim 7, wherein the plurality of equipment service date data elements comprise date elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable.

9.(Original) The system of Claim 7, wherein the user comprises at least one of: a customer, a potential customer, and a franchisee.

10.(Original) The system of Claim 7, wherein the access point is an Internet web site.

11.(Original) The system of Claim 7, wherein the database is created by a manufacturer of a product, and wherein the user is a service provider authorized by the manufacturer to service the product.

12.(Original) A system according to Claim 11, wherein the service data elements relate to at least one of: selling maintenance contracts, call management, franchisee management, spares sales, warranty management, and knowledge management.

13.(Currently amended) A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps for providing equipment service data, said method steps comprising:

creating a database containing a plurality of equipment service data elements;

providing an access point for a user to access the database;

verifying that the user is authorized to access the database; and

providing the user with access to the database over a secure network if the user is authorized to access the database, whereby said access provides the user with a virtual office to enter a variety of transactions using data elements in the database .

14.(Currently amended) The program storage device of Claim 13, wherein the plurality of equipment service ~~date~~ data elements comprise date elements regarding at least one of: sales, customer history, equipment history, warranties, service calls, preventive maintenance, repairs, spare parts, accounts receivable, and accounts payable.

15.(Original) The program storage device of Claim 13, wherein the user comprises at least one of: a customer, a potential customer, and a franchisee.

16.(Original) The program storage device of Claim 13, wherein the access point is an Internet web site:

17.(Original) The program storage device of Claim 13, wherein the database is created by a manufacturer of a product, and wherein the user is a service provider authorized by the manufacturer to service the product.

18.(Currently amended) A program storage device according to Claim 17, wherein the service data elements relate to at least one of: selling maintenance contracts, call management, franchisee management, ~~spares~~ spare parts sales, warranty management, and knowledge management.

19.(New) A method according to Claim 1, wherein:

    said access provides a direct information flow from field to a service department, a design department and a quality department; and

the user is a dealer/franchisee, and said access provides the dealer/franchisee with (i) previous repair and customer information as a service call is received, and (ii) a view of recommended solutions related to a problem, and said dealer/franchisee uses said access to enter technical and billing information, and to pass on field information to OEM department.